

A Well Planned Community
Safest City in the Area
Strong Local Economy
Responsible City Government
Mobility for People

City of Sugar Land

WINTER 2003



Expansion Continues on U.S. 59



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Tracts 4 & 5

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A Suite of Online Services
Available on
Sugar Land's New Web Site

Water Rate Increase 6

Sugar Land's First Water/
Wastewater Rate Increase

Since 1997

And the Survey Says ...

The citizen satisfaction survey results are in - and you all like living in Sugar Land! Sure, there are areas on which we need to work, but overall, citizens have favorable ratings of Sugar Land as a place to live. You are satisfied with the scope and performance of City services in relation to the City taxes you pay.

For those who weren't called, late last fall an independent research firm conducted a telephone survey of a statistically accurate number of residents. The survey questions asked about City facilities such as park and street conditions; City services such as recreational, emergency, utility, animal control, waste management and code enforcement; quality of life such as the condition of neighborhoods and Sugar Land's appeal as a place to live; and communication between the City and its citizens.

95 percent rated quality of life as excellent (43 percent) or good (52 percent)

IMPORTANCE OF FACTORS TO QUALITY OF LIFE IN SUGAR LAND				
Factors	Percentage Responding			
	Very Important	Important	Neutral	Unimportant
Public safety	76	23	1	0
Appearance of neighborhoods	51	47	1	0
Traffic management	69	29	2	0
Beautification of the City	40	55	5	1
Environment	53	41	5	1
Expansion of major highways	54	35	8	3
Parks and recreation opportunities	35	52	11	2
More local job opportunities	37	42	14	6
Cultural activities	23	51	20	6
More shopping/entertainment opportunities	21	46	19	12

Here are other highlights:

- 95 percent were either very satisfied (51 percent) or satisfied (44 percent) with the level of City services they received in return for the dollars they paid.
- Public safety earned high marks with more than 85 percent feeling safe in their neighborhood, at City parks and in shopping areas during both day and night.
- More than 85 percent said that various factors of police services and fire services were either excellent or good.
- Of the 22 percent participating in fire prevention education programs, events or tours, 71 percent said they were excellent and 28 percent good.
- Looking at City services, 95 percent rated them as excellent (31 percent) or good (64 percent).

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Dear Residents,

With the start of a new year and the myriad of projects occurring throughout the city, a winter newsletter has been added to our citizens communications program. Sugar Land's recent citizen satisfaction survey showed that 91 percent of residents found the community newsletter to be the most useful information source, along with the quarterly Parks and Recreation brochure. I wanted to take advantage of this high readership to talk to you directly about city happenings. I plan to do so each quarter.

We are off and running in 2003. We hear your groans on mobility, but each day we see progress on the U.S. 59 expansion. There's a brief update on page 7 on the latest happenings. We are especially grateful to the U.S. Department of Transportation for their cooperation in making this project happen ahead of the state's planned schedule. They have been very flexible in responding to our special requests for the segment of U.S. 59 that travels through Sugar Land.

While your daily feedback indicates most residents are pleased to live in Sugar Land, it seemed appropriate to benchmark citizen satisfaction with city programs and services. The results of this independently conducted survey begin on the front cover. Generally residents are pleased, but there are areas requiring improvement and we are looking at those right now. A follow-up survey in two years will give us a good report card of progress.

We also get many questions on construction activity that citizens see around the city. In each quarterly newsletter a development update section will highlight major activity. You can view the latest on page 4.

For some time, we have provided information at meetings and in news releases on the water/wastewater rate increase to take effect this month. Your March water bill should reflect these new rates. Readers can learn more, beginning on page 6.

As you can see, we've changed the newsletter format a bit to meet a growing need to get information into your hands. In addition to the written word, we're continuing to expand the capabilities of the City Web site. If you don't bookmark this site, we've even shortened the Web site address to make it easier to remember: www.sugarlandtx.gov. A virtual city hall where residents can conduct business 24 hours a day is of special interest to me. We want to be available when you need us. Please check out the new e-commerce opportunities that have been added to the City site on page 5. There are further e-government options currently under construction, and you'll hear more about these initiatives throughout the year.

And don't forget, you always can reach the City through the Community Action Center at ASK CITY (281/275-2489) or online on the Sugar Land Web site.

Sincerely,

Allen Bogard
City Manager

CITY COUNCIL

David G. Wallace
Mayor

James A. Thompson
At-Large Position One

Daniel O. Wong
At-Large Position Two

Donald Smithers
Mayor Pro-Tem, Single Member District One

Cyril Hosley
Single Member District Two

Brian Gaston
Single Member District Three

Michael S. Schiff
Single Member District Four

CITY MANAGEMENT

Allen Bogard
City Manager

David Ellison
Assistant City Manager/Public Safety

Paul Hofmann
Assistant City Manager/Community Service

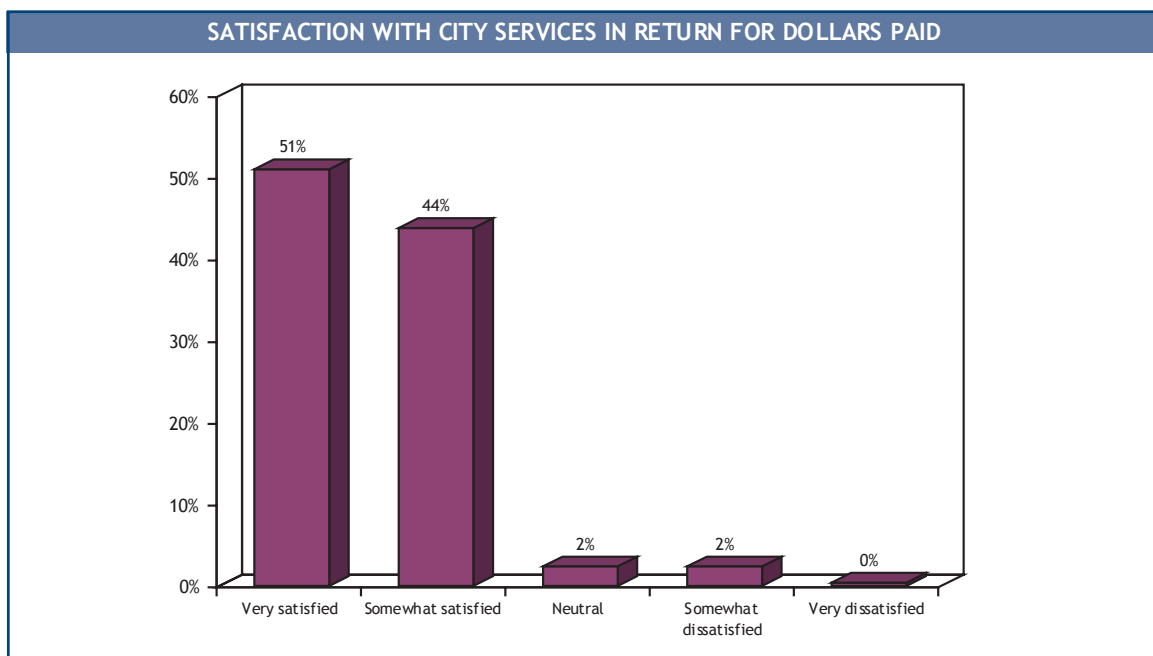
ASK CITY

A resource for citizens who do not know where or whom to call, Ask City provides high quality customer service for Sugar Land residents and visitors. Inquiries, complaints, compliments and requests may be directed to 281/ ASK-CITY (275-2489).

- Many agreed that zoning (86 percent), weed and high grass (85 percent) and noise codes (73 percent) were adequately enforced in their neighborhood.
- The quarterly Parks and Recreation brochure (91 percent) and the City community newsletter (91 percent) were reported to be the most useful information sources for finding out about City services and programs.
- The City's Web site (www.sugarlandtx.gov) got high scores for ease of use, information available and overall usefulness.

RATINGS OF SAFETY				
	Percentage Responding			
	Very Safe	Safe	Unsafe	Very Unsafe
In your neighborhood during the day	63	36	1	0
In shopping areas during the day	42	55	3	0
In your neighborhood during the night	46	50	4	1
In a Sugar Land park	23	72	5	0
In shopping areas at night	19	65	14	2

RATINGS OF STREET TRANSPORTATION SERVICES				
Service	Percent Responding			
	Excellent	Good	Fair	Poor
Condition of neighborhood streets	34	56	8	2
Condition of major streets	32	57	8	2
Placement of traffic signals	22	57	16	5
Placement and number of street lights	25	51	19	5
Condition of sidewalks	26	46	20	8
Traffic management during peak hours	12	42	28	18



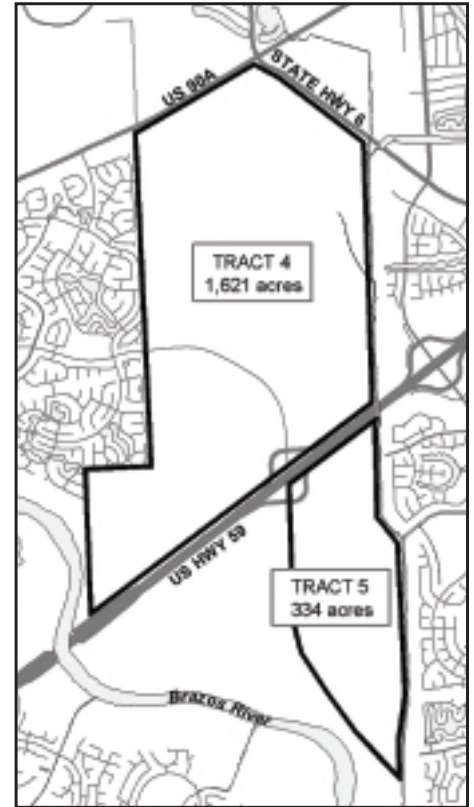
The data from this survey will be used to evaluate current City services and make necessary improvements. It is anticipated a survey will be conducted every two years to measure future improvements and to help guide strategic planning and budget planning.

A summary of the entire report is available on the City's Web site. From the homepage, just click on Living Here.

Development Update



- **Fort Bend County Tracts 4 and 5:** Work is underway on development proposals for approximately 2,000 acres of property formerly owned by the state located north and south of U.S. Highway 59 east of New Territory. Newland Communities, the successful bidder, has met with City departments to discuss development concepts and is preparing a proposed general plan for the City's approval.
- **Wellington Estates:** The Sugar Land City Council is in the process of reviewing a proposed general plan for Wellington Estates (The Orchard), a 44-acre, 25-lot, single-family residential development proposed along the south side of Cleveland Lake.
- **Sugar Land Town Square:** Additional development proposals are being prepared for Town Square. As construction continues on the Sugar Land Hotel and Conference Center, preliminary plans have been reviewed for streetscaping and plaza development. Site plans are also under review for a mixed-use retail and residential facility.
- **Restaurant Park:** City Council has approved a planned development zoning district for the construction of a 7.4-acre restaurant park at Sugar Creek Center Boulevard and U.S. 59.
- **Mercedes-Benz:** Development of the State Highway 6/U.S. 59 intersection continues with the recent completion of Car Toys on the northwest corner. Construction of a Mercedes-Benz dealership is well underway on the southeast corner of that same intersection.
- **Riverstone:** The Planning and Zoning Commission has approved a general plan for the development of Riverstone, a 2,200-acre, mixed-used development located outside Sugar Land's city limits but inside its extraterritorial jurisdiction, an area eligible for annexation in the future.
- **Reserve at Glen Laurel:** City Council has approved the general plan for the Reserve at Glen Laurel, a 185-lot, single-family development located along the south side of the West Airport Boulevard extension.



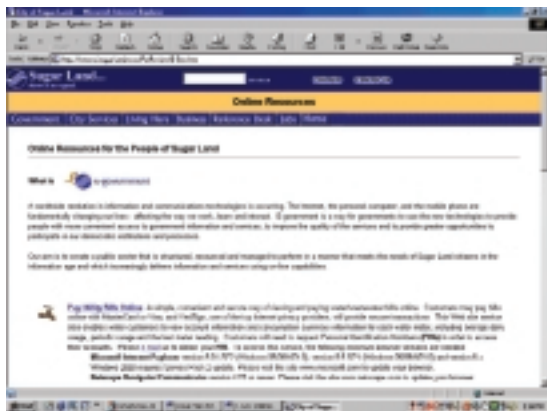
We Want to Hear YOUR CIP IDEAS

What type of improvements would you like in your community - streets, parks, drainage, traffic, utilities, sidewalks?

Each year as budget planning begins for the following year, Sugar Land asks residents for their input on projects to be considered for implementation from Oct. 1, 2003, through Sept. 30, 2004.

Residents may submit their suggestions online at www.sugarlandtx.gov. You may also fax suggestions to (281) 275-2360 or mail ideas to City of Sugar Land, CIP Division, P.O. Box 110, Sugar Land, Texas, 77487. For further information, call the Capital Improvement Division at (281) 275-2450.

WE'VE GOT A NEW NAME: www.sugarlandtx.gov



Sugar Land's new Web site is ushering in the year with a new name and a national award. Now known as www.sugarlandtx.gov, the Web site was recently the recipient of a Beacon Award, an honor highlighting Sugar Land's use of technology to improve service delivery and make government more accessible to the public.

Beacon Award judges specifically cited Sugar Land's E-Gov page, a suite of online services like live broadcasts of meetings and online agendas. Sugar Land was selected from cities across the country and won over finalists Irvine, Calif., and Washington, N.C.

"It's an honor to be recognized for our Web site initiatives," said City Manager Allen Bogard. "Our aim is to create a public sector that is structured, resourced and managed

to meet the needs of Sugar Land citizens in the information age. We continue to seek opportunities to deliver information and services using online capabilities."

Online technology has been a major focus of the City's recent launch of a revamped Web site, and several new services will soon enhance current offerings, including:

- water bill payments;
- permits;
- a Geographic Information Systems map room; and
- planning and zoning agendas.

There will be further enhancements later this year.



"This is part of an ongoing plan," Bogard said. "Sugar Land has a proven record in leveraging new technologies. Past examples include

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Pay Your Water Bills Online!

By the end of the month, Sugar Land customers may pay bills online 24 hours a day, as well as view up-to-date account information, billing histories and service and consumption summaries. Both Mastercard and Visa will be accepted, with VeriSign, one of the top Internet privacy providers, ensuring secure transactions.

To use the new service, customers should e-mail the Revenue Department at utilities@sugarlandtx.gov to obtain Personal Identification Numbers (PINs), which will be necessary to access accounts.

INTERACTIVE MAP ROOM ADDED TO WEB SITE

Getting around Sugar Land just got easier with the addition of the City's interactive online map room. One of the latest E-Gov offerings, visitors to the map room can locate streets, specific addresses or intersections.

The map room will also provide:

- current city boundaries;
- a City Council map allowing

- users to view which Council district they reside within;
- zoning designations reflecting the official City zoning map;
- locations of parks, with information on park amenities and equipment to be added in the near future; and
- data providing views of water, sanitary and storm sewer

infrastructure north of U.S. 90A. (Data for the remainder of the City will be added in the future.)

A user-friendly control panel is provided for users. The interactive mapping system is powered by Geographic Information Systems software, an automated mapping tool used to analyze data.

Water/Wastewater Rate Increase to Emphasize Conservation

Sugar Land's first water/wastewater rate increase since 1997 is scheduled to affect consumption as of February 2003. This increase will be reflected in March bills.

The new rate structure emphasizes conservation, meaning that residents using more water will be charged at a higher rate. Examples of typical bills based on a typical residential meter of three-quarter inches under the new rate structure follow:

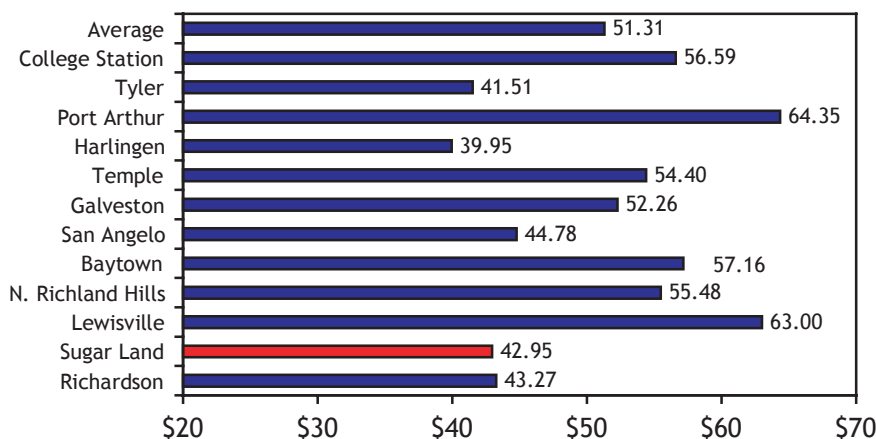
- A customer using 3,000 gallons per month will experience an increase of \$1.10 or 5.6 percent per month.
- A customer using 10,000 gallons per month will experience an increase of \$3.76 or 8.8 percent per month.
- A customer using 50,000 gallons per month will incur a monthly increase of \$25.96 or 14.7 percent per month.

"The fiscal year 2002-2003 budget included a combined 9.8 percent revenue increase for water and wastewater," said Director of Finance Administration Claire Manthei. "The increase is needed to fund operating expenses, debt service and infrastructure rehabilitation of Sugar Land's water/wastewater system. The new rate structure is based on a review conducted by Black & Veatch Corporation, a leading rate consulting firm."

Black & Veatch's rate review revealed that peak usage for landscape watering occurs in the summer months, and as a result, a seasonal rate will be adopted. This means that a higher rate will be charged for landscape watering from May through September.

During last year's budget process, the following information regarding average water/wastewater bills in 2002 was shared:

**2002 Average Monthly Residential Water/Wastewater Bill
(Based on 10,000 gallons usage)**



Even with the rate increase, the average monthly bill of \$46.71 in 2003, based on 10,000 gallons used, is still well below the average bill of \$51.31.

Slow Down on Yellow to Avoid Running Red



Running red lights is the leading cause of urban crashes throughout the country. In 2000, there were 106,000 accidents caused by running red lights that resulted in 89,000 injuries and

1,036 deaths. Nationally, 22 percent of accidents are caused by red light violations. The Sugar Land Police Department is cracking down on red light runners in order to save lives. Drivers are encouraged to exercise patience by slowing down and stopping on yellow, which will prevent running red lights. The fine for running a red light in Sugar Land can range from \$128 to \$180 per citation.

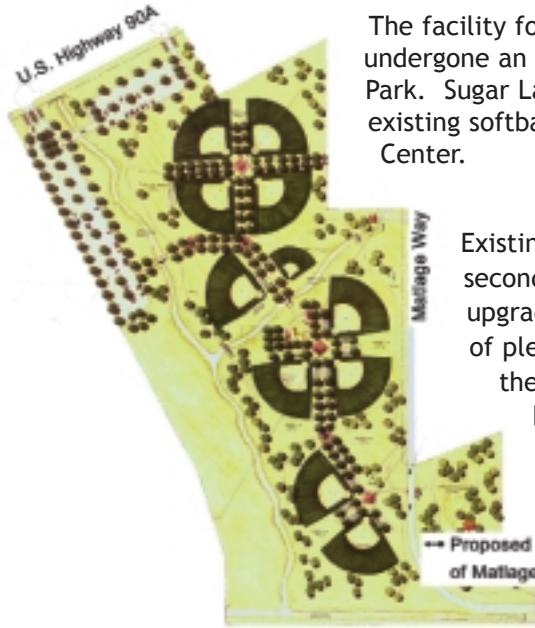
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WE'VE GOT A NEW NAME...

online meeting agendas and live Internet broadcasts of City Council meetings."

The City of Sugar Land's Web site provides viewers with up-to-date information on the community and offers a number of interactive opportunities for residents and others to more efficiently handle their business with the City. Through interactive communications on the site, users can pay traffic fines, access City bid information, print 29 City forms, register for E-News (an e-mail subscription service), fill out and submit job applications and more.

Sugar Land Steps Up to the Plate with 44-Acre Park



The facility formerly known as the girl's softball complex has undergone an expansion and was recently re-christened Imperial Park. Sugar Land now has 44 acres, including 11 acres of the existing softball fields adjacent to the Sugar Land Community Center.

Existing fields are scheduled for renovation during the second phase of the project. With the updates and upgrades, Imperial Park promises to provide many years of pleasure and service to the community both for use by the league and families. Located off U.S. Highway 90A between Brooks Street and State Highway 6, the facility now boasts a total of nine softball fields, with the addition of approximately 150 parking spaces conveniently located off U.S. 90A.

Visitors are encouraged to use this new entrance and parking area rather than parking at the Sugar Land Community Center. Now, visitors can enjoy the beauty and convenience of a bridge that spans the creek from the parking lot to the park. Not only have the new fields been added, but renovation has occurred on an existing field, and the addition of a two-story concession area and scoring booth provides aesthetic and necessary ambiance.

The park's initial redesign also includes picnic tables and a playground, intended to provide a safe and enjoyable environment for young children who are not involved in the softball games. Imperial Park will ultimately include 11 softball fields and a jogging trail.



A Few Months and Counting for U.S. 59 Milestone



The newly expanded main lanes of U.S. Highway 59 from Kirkwood to State Highway 6 are expected to open by late spring 2003. When complete, motorists will enjoy a total of eight lanes into Houston.

On the Horizon

- **Late spring 2003:** U.S. 59 main lanes over U.S. Highway 90A completed.
- **Spring 2003:** U.S. 59 main lanes

and frontage roads from Sugar Creek Boulevard to Highway 6 completed.

- **Late 2003:** Frontage roads between Kirkwood Drive and Sugar Creek Boulevard are scheduled to open.
- **Late 2003:** The tri-level interchange at U.S. 90A and U.S. 59 is expected to be completed late in 2003.
- The state is currently designing the segments between Highway 6 and State Highway 99. Construction is anticipated to begin as early as late this year.



Accelerated funding for the expansion of U.S. 59 to the Grand Parkway was a high priority for House Majority Leader Tom DeLay, who was joined in his efforts by the "59 Forward" Alliance led by the City of Sugar Land, Fort Bend County and other local officials, who worked

with the Texas Department of Transportation and the Texas Transportation Commission.

For daily lane closures and road conditions, call the

U.S. 59 hotline at (281) 276-9959.

San Francisco Chronicle

	Sugar Land Est. 1959	San Francisco Est. 1850
SQUARE MILES	25.8	47.35 sq.
POPULATION		
Total	63,328	776,733
Male	48.9%	50.8%
Female	51.1%	49.2%
Median age	37.4%	36.5%
RACE(X)		
White	66.0%	49.6%
African American	5.2%	7.7%
Asian	23.8%	30.8%
Hispanic	7.9%	14.1%
HOUSING		
Owner-occupied	84.1%	35.0%
Renter-occupied	15.9%	65.0%
EDUCATION		
High school diploma or higher	93.4%	81.2%
Bachelor's degree or higher	53.7%	45.0%
PLACE OF BIRTH		
U.S.-born	76.5%	63.2%
Foreign-born	23.5%	36.8%
COMMUTING		
Drive alone	84.3%	40.5%
Carpool	9.3%	10.8%
Public transportation	1.4%	31.1%
Walk	0.2%	9.4%
INCOME Median household	\$81,767	\$55,221

A recent article in the San Francisco Chronicle on House Majority Leader Tom DeLay revealed some surprising similarities between Sugar Land and the bay area city. Carolyn Lochhead's front-page story - *GOP leader's Texas sweet spot: Rep. Tom DeLay is to Sugar Land as Pelosi is to S.F.* - on Sunday, Jan. 5, 2003, examined the stark differences between the cities and found some surprising similarities. Excerpts follow:

Here in this wealthy Houston suburb, churchgoers outnumber peace activists by roughly a zillion to one.

Like San Franciscans, Sugar Landers consider themselves thoroughly progressive. It's just that their definition of progress is precisely the opposite of San Francisco's. Rather than an embrace of liberal causes, Sugar Landers define progressive as less government and more freeways, more development and more commerce.

Yet far from a cultural backwater, Sugar Land is the quintessential new suburbia, welcoming immigrants, shopping centers and jogging paths with equal enthusiasm. In many ways, Sugar Land represents the future.

Check out the full story at <http://sfgate.com/cgi-bin/article.cgi?file=/chronicle/archive/2003/01/05/MN187832.DTL>

FILING NEARS FOR COUNCIL ELECTIONS

An election will be held Saturday, May 3 to elect councilmembers to Single-Member District One, Two, Three and Four. Filing begins Feb. 17 and ends March 19, at 5 p.m. Current district councilmembers are

Donald L. Smithers, District One; Cyril Hosley, District Two; Brian Gaston (term limited), District Three; and Michael S. Schiff, District Four. For more information, contact the city secretary at (281) 275-2730.



City of Sugar Land
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*Coming in the
spring newsletter*

- *City redistricting*
- *City Council candidates*

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